

Press Release

Digital options for 30 lakhs AEML customers during lockdown

- Advises customers to use AEML website, Download AEML app to avail various services such as – Submit Own Meter Reading, Power Outage Information, Check 'No Supply' Complaint Status, New Connection, Streetlight Complaint, Change of Name, View and Pay Bill and host of other Services.
- Urging customers to stay Home, stay Digital, stay Safe and contribute to #letsbreakthechain to fight the Covid-19 outbreak.
- Meter Reading is happening as per schedule and Customer are getting bills as per their actual consumption.

Mumbai, May 21, 2021: Adani Electricity Mumbai Limited (AEML) which provides electricity supply in Eastern and Western suburbs of Mumbai is appealing to its 30 lakhs customers to use its **Digital Services** during the current lockdown helping them to stay safe and contribute to #letsbreakthechain to fight the Covid-19 outbreak. Customers can visit www.adanielectricity.com / Download Adani Electricity Mobile App from Google play / App store to help them track and analyse their Energy Consumption, Submit Meter Reading, eNACH Registration, Power Outage Information, Check 'No Supply' complaint status, New Connection, Streetlight Complaint, Load Change, Report Theft, Rooftop Solar, Change of Name, View and Pay Bill, Download past bills and other host of services. Apart from visiting its website / downloading app, AEML has also provided 24x7 WhatsApp number 9594519122 or Elektra Digital Assistant via adanielectricity.com.

To help customers to pay their Electricity bill payment, it has provided options right from making payment on its website, app, UPI, payment Apps (Phone pe, Google pay, Amazon pay, Paytm, Bhim App), EFT / IMP/ RTGS. eNACH, Credit and Debit cards to Net Banking and Online Voluntary Deposit Scheme (VDS). For those who still unable to use Digital service, AEML has 96 Genius pay machines across Mumbai suburbs for easy payment by Cash / Cheque/ Cards. It is also operating Mobile Kiosk for specific areas, which are aligned with the Due dates, thus avoiding any visits to crowded places away from home.

Speaking on Digital services for its customers during the lockdown, AEML's spokesperson said, "During the current lockdown, most activities other than essential services have restricted thus requiring all citizens to remain at home. Our aim of providing Digital services to our customers, so they get all the services without leaving their homes. We urge our customers to use our Digital services for their own safety in this pandemic."

The spokesperson further added, "We would like to inform our customers that our Meter Reading is done as per the schedule and customers will get their bills basis actual consumption, but in case customer wants, they can submit Meter Reading on their own

through Adani Electricity website / app / Elektra. In case they face No supply issue, they can give missed call via their registered mobile no at 18005329998 or SMS Power to 7065313030 for registering No Supply complaints. We want to ensure our customers get 24x7 power supply."

AEML is aware that most of its customers are working from home and we are ensuring 24x7 reliable and quality power supply. For this our field staff and employees are constantly engaging and ensuring uptime and restoration of electricity supply services.

About Adani Electricity Mumbai Limited

Adani Electricity Mumbai Limited, part of the diversified Adani Group, is an integrated business of power generation, transmission, and retail electricity distribution. AEML owns and operates the largest and the most efficient power distribution network in India. AEML serves over 3 million customers spread across 400 sq. km. in Mumbai and its suburbs meeting close to 2,000 MW of power demand with 99.99% reliability, which is among the highest in the country. AEML provides excellent customer care services with the help of advanced technologies. **For more information, please visit www.adanielectricity.com**



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